

From: [David Greenwalt](#)
To: [Harvey, Chris](#)
Cc: [Gabriel Sterling](#); [Scott Tucker](#); [Tom Feehan](#); [Brooke Lurvey](#); [Germany, Ryan](#)
Subject: [EXTERNAL] Re: FW: Poll Pads
Date: Tuesday, June 9, 2020 3:03:40 PM

Chris,

Have in my notes a call from Kathleen @ 7:25 AM today regarding a cancellation code. We had calls to resolve the encoding issue through the Dominion support line and I worked with Jennifer in Dominion support and Bobby the Dominion Tech on the ground in Greene. I had calls with him @ 8:39 & 8:45 with the solution to the issue.

David Greenwalt | Southeast Election Director

KNOWiNK | [2111 Olive St. | St. Louis, MO 63103](#) | 855-POLL PAD
KNOWiNK Georgia | [7000 Highlands Parkway, SE Suite 160 | Smyrna, GA 30082](#)
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KNOWiNK Technical Support: support@knowink.com | 855.765.5723 ext.3



On Tue, Jun 9, 2020 at 2:54 PM Harvey, Chris <wharvey@sos.ga.gov> wrote:

Poll Pad comments and observations from a pretty good county elections director.

Chris Harvey

Elections Director

Georgia Secretary of State

Main 470-312-2777

Cell 404-985-6351



PLAINTIFF EXHIBIT

51

1:17-cv-02989

From: Coine-Mayers Kathleen <ckathleen@greenecountyga.gov>
Sent: Tuesday, June 9, 2020 1:23 PM

Dominion043477

To: Harvey, Chris <wharvey@sos.ga.gov>

Subject: Poll Pads

Chris:

I imagine that Greene County was not alone today in the issues that we experienced with Knowink poll pads.

I was at our largest poll this morning when they began to process their first voters. No one that came in could vote on the BMD with the voter card.

From 7:00 am to 9:00 am

I made numerous calls to both Dominion and Knowink Helplines and then to several individuals while at a poll location.

When calling the Knowink line, I never had a live individual answer the phone. Only offered voicemail. In a crisis I am looking for a live body, not a machine. Once I got a live person, I was put on hold repeatedly by the Knowink tech. Then, I was told to call Dominion.

They were answering the phone, but referred me back to Knowink. As I was attempting to rectify the situation at Old Salem (our largest precinct) I received a call that we had the same problem at our 2nd largest precinct, Greensboro.

Dominion043478

When talking to Knowink, the questioned why they had received a call from two different individuals from Greene County. I explained that I was not at the other poll and it was my Registrar and the Dominion Tech who were working on whatever issue was happening there.

Dominion called me back and walked me through several processes to attempt to get the voter card to work on the BMD and to activate a card on the BMD. Nothing worked.

At some point, after several hours of calls, I received a call from our tech informing me that he was going to have to come out with the Knowink router and correct the problem. By that time, all 4 of my polls had reported that they had to go to paper.

No one was turned away. Everyone had a chance to vote the Emergency ballots. However, the impression left on voters and poll watchers was less than stellar.

I know that your staff and ours and Dominion have worked very hard to manage this process. The Dominion equipment works fine, we had no issues during Early Voting.

The Poll Pads have been a different story: long download times, wrong passwords, ridiculous wait times to get technical assistance, and no timely solutions to offer us.

Dominion043479

My sense is that they are not ready for Prime Time and there
needs to be significant change before November.

Sincerely,

Kathleen Mayers

Greene County Board of Elections and Registration Supervisor
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Dominion043480